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Arizona Corporation Commission
DOCKETED

JUN 16 2014

June 10, 2014

ORIGINAL



Docket Control
Arizona Corporation Commission
Telecommunications Division
1200 West Washington
Phoenix, AZ 85007

RE: BCN Telecom, Inc.
Response to Staff's First Set of Data Requests for Questions STF 1.10 and STF 1.11
Docket No. T-04057A-130270

Dear Sir or Madam:

In accordance with Staff Member, Lori Morrison's request, please find an original and thirteen (13) copies of Response to Staff's First Set of Data Requests for Questions STF 1.10 and STF 1.11 in the above-referenced docket.

Should you have any questions concerning this filing, please contact the undersigned.

Very truly yours,

CROCKER & CROCKER

Patrick D. Crocker

PDC/tld

RECEIVED
2014 JUN 16 A 11:00
AZ CORP COMMISSION
DOCKET CONTROL

STAFF'S FIRST SET OF DATA REQUESTS TO
BCN TELECOM, INC. ("BCN" OR THE "COMPANY")
DOCKET NO. T-04057A-13-0270
MAY 13, 2014

All information responses should be provided in searchable PDF, DOC or EXCEL files via email or electronic media.

For each answer, please identify by name, title, and address each person providing information that forms the basis for the response provided.

Please make sure each numbered item and each part of the item is answered completely

STF 1.10 Please explain why BCN believes that its rates are just and reasonable using a fair value or cost basis. Please include economic justification or cost support data. Please include any and all supporting materials.

Attached as Exhibit A is a comparison of the proposed business rates of BCN Telecom, Inc. and the approved business rates of Qwest Communications d/b/a CenturyLink QC, Cox Arizona Telecom, L.L.C. d/b/a Cox Communications d/b/a Cox Business Services within the State of Arizona.

Applicant will not offer residential services, so Attachment A is not applicable. Attachment B contains information demonstrates a range of costs for services. Customers voluntarily agree to a competitive provider's price structure when they apply for service, and they are free to discontinue service at any time. As a result, a competitive provider's product pricing must be in line with fair market value or customers will simply move to another competitive provider.

STAFF'S FIRST SET OF DATA REQUESTS TO
BCN TELECOM, INC. ("BCN" OR THE "COMPANY")
DOCKET NO. T-04057A-13-0270
MAY 13, 2014

STF 1.11 Please indicate why the Company believes that its rates are just and reasonable using a competitive market analysis. The analysis should contain publicly available examples of tariff rates and charges charged by the incumbent and other carriers for similar services. Include supporting material and any other information that the Company believes demonstrates that the proposed tariff rates and charges are just and reasonable.

Use a matrix format to list the Company's proposed services, rates, and charges (see attached Excel file). Based on the Company's tariff, list all of the telecommunications services the company will provide in Arizona. For each of the telecommunications services listed, provide the Company's tariff page numbers that support each of the company's services, rates, and charges. Also, provide the same information requested of the Company for Qwest and two other Arizona local exchange competitors using the same matrix format. List each competitor's services, rates, and charges for the same or comparable services and include copies of the tariff page of each service, rate and charge of each competitor. For a list of telecommunications carriers certified in Arizona, go to www.azcc.gov/divisions/utilities/utilitylist.asp. For a list of Commission-approved telecommunications rates and tariffs, go to www.azcc.gov/Divisions/Utilities/Tariff/util-tariffs-telecom.asp.

(Please Note: Refer to Attachments A, B, C and D for the prescribed format to submit the company's telecommunications services, rates, and charges and the telecommunications services, rates, and charges of its competitors. Please make sure to include all supporting tariff pages for each of the company's competitors.)

Attached as Exhibit B is a comparison of the proposed business rates of BCN Telecom, Inc. within the jurisdictions of Arizona, Arkansas, Louisiana and Mississippi.

Applicant will not offer residential services, so Attachment C is not applicable. Attachment D contains information demonstrates a range of costs for services. Customers voluntarily agree to a competitive provider's price structure when they apply for service, and they are free to discontinue service at any time. As a result, a competitive provider's product pricing must be in line with fair market value or customers will simply move to another competitive provider.

EXHIBIT A

ATTACHMENT A
BY COMPETITOR

Residence Rate Comparison of Telecommunications Services provided by Competitor's in Arizona	Applicant's Arizona Tariff Attach Tariff Sheets for Support			CenturyLink QC's Arizona Tariff Attach Tariff Sheets for Support		
	Charges & Rates (\$)	Section Number	Page Number	Charges & Rates (\$)	Section Number	Page Number
Product/Services Basic Local Service Service Connect Fee Dispatch Call & Trouble isolated on cust. equip. Feature Change Order Toll Restriction Fee Order Transfer of Service (move order) Restoration of Service Directory Assistance Miscellaneous Services & Rates Returned Check Charge (NSF) Listings Directory Listing Service Primary Listing Non-Published Toll Free Directory Listings Straight Line Under Directory Listing (indent listing) Order Cancellation Charge Order Sup Charge	NOT APPLICABLE					
Residence Rate Comparison of Telecommunications Services provided by Competitor's in Arizona	Competitor #1 Arizona Tariff Name of Competitor			Competitor #2 Arizona Tariff Name of Competitor		
	Charges & Rates (\$)	Section Number	Page Number	Charges & Rates (\$)	Section Number	Page Number
Product/Services Basic Local Service Service Connect Fee Dispatch Call & Trouble isolated on cust. equip. Feature Change Order Transfer of Service (move order) Restoration of Service Directory Assistance Miscellaneous Services & Rates Returned Check Charge (NSF) Listings Directory Listing Service Primary Listing Non-Published Toll Free Directory Listings Straight Line Under Directory Listing (indent listing) Order Cancellation Charge Order Sup Charge	NOT APPLICABLE					

ATTACHMENT B
BY COMPETITOR

Business Rate Comparison of Telecommunications Services provided by Competitor's in Arizona	Applicant's Arizona Tariff Attach Tariff Sheets for Support			CenturyLink QC's Arizona Tariff Attach Tariff Sheets for Support		
	Charges & Rates (\$)	Section Number	Page Number	Charges & Rates (\$)	Section Number	Page Number
Product/Services						
Basic Local Service	\$37.95	9	2	\$31.60	5	15
Service Connect Fee	\$60.00	7	1	\$42.50	5	15
Dispatch Call & Trouble isolated on cust. equip.						
Feature Change Order						
Toll Restriction Fee Order						
Transfer of Service (move order)						
Restoration of Service						
Directory Assistance						
Miscellaneous Services & Rates						
Returned Check Charge (NSF)	\$35.00	2	16	n/a		
Listings						
Directory Listing Service - Primary Listing	NC	8	3	NC	5	138
Directory Listing Service - Non-Published						
Primary Rate Interface (DS1) Service						
Month-to-month						
12 Months						
24 Months						
36 Months						
Non-recurring on PRI Install						

Business Rate Comparison of Telecommunications Services provided by Competitor's in Arizona	COX ARIZONA TELCOM, L.L.C. Arizona Tariff			METROPOLITAN TELECOMMUNICATIONS OF ARIZONA, INC. Arizona Tariff		
	Name of Competitor			Name of Competitor		
	Charges & Rates (\$)	Section Number	Page Number	Charges & Rates (\$)	Section Number	Page Number
Product/Services						
Basic Local Service	\$32.00	3	62.3	\$39.99	10	120
Service Connect Fee	\$45.00	3	60	\$42.50	10	122
Dispatch Call & Trouble isolated on cust. equip.						
Feature Change Order						
Toll Restriction Fee Order						
Transfer of Service (move order)						
Restoration of Service						
Directory Assistance						
Miscellaneous Services & Rates						
Returned Check Charge (NSF)	\$25.00	2	38	\$25.00	10	130
Listings						
Directory Listing Service - Primary Listing	NC	3	47	NC	5	43
Directory Listing Service - Non-Published						
Primary Rate Interface (DS1) Service						
Month-to-month						
12 Months						
24 Months						
36 Months						
Non-recurring on PRI Install						

BCN Telecom, Inc.
Relevant Arizona Tariff Pages

SECTION 2 - REGULATIONS**2.5 Payment Arrangements, (Cont'd.)****2.5.2 Billing and Collection of Charges, (Cont'd.)**

- D. Billing of the Customer by the Company will begin on the Service Commencement Date, which is the first day following the date on which the Company notifies the Customer that the service or facility is available for use, except that the Service Commencement Date may be postponed by mutual agreement of the parties, or if the service or facility does not conform to standards set forth in this tariff or the Service Order. Billing accrues through and includes the day that the service, circuit, arrangement or component is discontinued.
- E. If any portion of the payment is not received by the Company, or if any portion of the payment is received by the Company in funds that are not immediately available, thirty (30) days following the invoice date, then a late payment penalty shall be due the Company. The late payment penalty shall be that portion of the payment not received by the date due minus any charges billed as local taxes multiplied by 1.5%.
- F. The Customer will be assessed a *maximum* charge of thirty five dollars (\$35.00) for each check submitted by the Customer to the Company that a financial institution refuses to honor. See Section 13 of this tariff for current charges,
- G. If service is disconnected by the Company in accordance with Section 2.6 following and later restored, restoration of service will be subject to all applicable installation charges.

2.5.3 Disputed Bills

- A. In the event that a billing dispute occurs concerning any charges billed to the Customer by the Company, the Company may require the Customer to pay the undisputed portion of the bill to avoid discontinuance of service for non-payment. The Customer must submit a documented claim for the disputed amount. The Customer will submit all documentation as may reasonably be required to support the claim. All claims must be submitted to the Company within 90 days of receipt of billing for those services. If the Customer does not submit a claim as stated above, the Customer waives all rights to filing a claim thereafter.

Issued:

Effective:

Issued by: Richard M. Boudria, CEO
BCN Telecom, Inc.
550 Hills Drive, Suite 110, 1st Floor
Bedminster, NJ 07921

SECTION 7 - SERVICE CHARGES AND SURCHARGES**7.1 New Line Installation and Existing Line Migration Charges**

Non-recurring charges apply to processing Service Orders for new service, for changes in service. Move or change existing service and equipment or add new or additional service and equipment other than access lines.

a) New Line Installation Charges

The installation of new line number and dial-tone services. Pricing varies depending upon service address and line location requirements. Non-recurring pricing per new local line installation can be up to:

<u>CURRENT</u>	<u>MAXIMUM</u>
<u>Non-recurring Charge</u>	
\$60.00	\$180.00

b) Existing Line Migration Charges

The migration/transfer of existing line number and dial-tone services from another local telephone service provider to the Company. Pricing varies based up service term length agreed upon by customer. For Month-To-Month service the local line migration charges per local line migrated:

<u>Non-recurring Charge</u>	
\$35.00	\$105.00

Issued:

Effective:

Issued by: Richard M. Boudria, CEO
BCN Telecom, Inc.
550 Hills Drive, Suite 110, 1st Floor
Bedminster, NJ 07921

SECTION 8 – NETWORK SERVICES DESCRIPTIONS**8.3 Optional Calling Features (continued)****8.3.1 Features Descriptions (continued)**

- (F) **Distinctive Ring:** Provides the Customer with separate telephone numbers, each with a distinctive ring, associated with one line.
- (G) **Repeat Dialing:** Allows a customer to dial a code that will cause the feature to automatically redial the last number the customer dialed. If the called number is busy, the feature will redial the called number for a limited period of time. A tone alerts the customer when the called number becomes available. This service is available on a usage or subscription basis.
- (H) **Three Way Calling:** Permits the end-user to add a third party to an established connection. When the third party answers, a two-way conversation can be held before adding the original party for a three-way conference. The end-user initiating the conference controls the call and may disconnect the third party to reestablish the original connection or establish a connection to a different third party. The feature may be used on both outgoing and incoming calls.
- (I) **Voicemail Services:** Voice Mail can answer incoming calls, placed to the customer's telephone line, when the called number is busy or if the called number is not answered. The service greet incoming caller with a personal or standard greeting. It then receives and saves the caller's messages for review by the customer. Customers can retrieve messages left for them from any tone signaling telephone.

8.4 Listing Services

For each Customer of Company-provided Exchange Service(s), the Company shall arrange for the listing of the Customer's main billing telephone number in the directory(ies) published by the dominant Local Exchange Carrier in the area at no additional charge.

8.5 Miscellaneous Services**8.5.1 Hunting Service**

Hunting Service is an optional arrangement available to customers with two or more individual line or trunk services. Where facilities permit, such lines will be arranged so that incoming calls to a busy line/trunk will overflow to other available lines/trunks for that customer.

Issued:

Effective:

Issued by: Richard M. Boudria, CEO
BCN Telecom, Inc.
550 Hills Drive, Suite 110, 1st Floor
Bedminster, NJ 07921

SECTION 9 – LOCAL EXCHANGE SERVICES**9.2.1 Monthly Recurring Charges**

The following charges apply to Standard Business Local Exchange Service lines per month. Rates and charges include Touchtone Service for each line. The rates and charges below apply to service provided on a month-to-month basis.

	<u>CURRENT</u>	<u>MAXIMUM</u>
	<u>Monthly Recurring Charge</u>	
Per Local Line	\$37.95	\$113.85

Includes:

- Unlimited local calling
- Caller ID
- Line Hunting Service

Additional Line Features are provided in feature packages at an additional cost:

	<u>Monthly Recurring Charge</u>	
One Feature Package	\$3.00	\$9.00
Two Feature Package	\$5.00	\$15.00
All Feature Package	\$7.00	\$21.00

Additional Line features available such as:

- Call Waiting
- Repeat Dialing
- Distinctive Ring
- Three-Way Calling
- Call Forwarding – Variable, Busy Line, No Answer
- Voicemail Services

Issued:

Effective:

Issued by: Richard M. Boudria, CEO
BCN Telecom, Inc.
550 Hills Drive, Suite 110, 1st Floor
Bedminster, NJ 07921

Qwest Corporation d/b/a CenturyLink QC
Relevant Arizona Tariff Pages

Issued: 6-25-13

Effective: 7-1-13

5. EXCHANGE SERVICES

5.2 LOCAL EXCHANGE SERVICE (Cont'd)

5.2.4 FLAT RATE SERVICE[1]

This service entitles customers to an unlimited number of calls within the local calling area. Incremental charges, as shown in 5.1.6.A., apply to service outside the exchange base rate area.

A. Rates and Charges

1. The nonrecurring charge associated with the provision of flat rate service applies:

- To install each access line;
- For connecting an access line when changing a grade of service from PBX service.

2. Residence Flat Rate Service

	USOC	NONRECURRING CHARGE MAXIMUM	CURRENT
• Individual line, each	1FR	\$55.00	\$27.50
• Additional individual line each	AFH	55.00	27.50

3. Business Flat Rate Service

• Individual line, each	1FB	85.00	42.50
• Additional individual line each	AFK	85.00	42.50

	USOC	MAXIMUM MONTHLY RATE	CURRENT MONTHLY RATE
2. Residence Flat Rate Service			
• Individual line, each	1FR	\$16.47	\$14.49 (I)
• Additional individual line, each	AFH	30.00	11.44 (I)
3. Business Flat Rate Service			
• Individual line, each	1FB	38.00	31.60 (I)
• Additional individual line, each	AFK	91.20	31.60 (I)

4. Nonrecurring Change Charge

See 5.2.A.4.b. for applicable nonrecurring change charges.

[1] Pursuant to Decision No. 73354, actual rates may increase by no more than 10% annually for residence services and 15% annually for small and medium business services during the three years following the 8/21/12 effective date of the decision.

Issued: 3-18-13

Effective: 3-19-13

5. EXCHANGE SERVICES

5.7 DIRECTORY SERVICES

5.7.1 LISTING SERVICES (Cont'd)

C. Primary Listing

1. One listing, the Primary Listing, is provided without charge for:

a. Each exchange access line.

Dual name listings may be provided to customers referred to by two names, if such listings facilitate the use of the directory. Where two or more exchange access lines are served on a Hunting Service basis, only one Primary Listing for the group will be provided.

b. Each PBX, *CENTRON*-Custom System with the following exceptions:

- (1) Where a customer has PBX Service served by trunks from different exchanges, a Primary Listing may be provided in the directory of each of the exchanges to which the trunks are connected.
 - (2) In connection with residence PBX Service, where the customer has two nonconsecutive trunks or trunk groups, one of which is for family use and the other for business use, two Primary Listings may be provided without charge.
2. In those cases in which the business of the customer is so conducted, the Primary Listing may be the trade name of an article or service, provided the customer is the authorized agent or representative for the particular article or service.
3. At the request of the customer, the Primary Listing may be omitted from the directory (Nonlisted Service) or from both the directory and the information records (Nonpublished Service). Nonlisted and Nonpublished Services are furnished subject to the terms, conditions and rates specified herein.
4. Listings of Access Service Customers

Primary listings may be furnished to interLATA customers using Access Service. Such listings are furnished under the terms, conditions, rates and charges specified for the business additional listing.

COX ARIZONA TELCOM, L.L.C.
d/b/a Cox Communications
d/b/a Cox Business Services
Relevant Arizona Tariff Pages

LOCAL EXCHANGE SERVICE

SECTION 2 - Regulations, cont'd.

2.5 Payment Arrangements, cont'd.

2.5.2 Billing and Collection of Charges

Bills will be rendered monthly to Customer.

1. All service, installation, monthly Recurring Charges and Non Recurring Charges are due and payable upon receipt.
2. The Company shall present bills for Recurring Charges monthly to the Customer, in advance of the month which service is provided. Charges based on measured or message usage will be included on the next invoice rendered following the end of the billing period in which the usage occurs, and will be due and payable within 30 days after the invoice is mailed.
3. For new customers or existing customers whose service is disconnected, the charge for the fraction of the month in which service was furnished will be calculated on a pro rata basis. For this purpose, every month is considered to have 30 days.
4. Amounts not paid within 18 days after the date of invoice are considered past due. If the entire balance is not paid by the due date, a late payment charge of 1.5% per month will be assessed on the unpaid balance.
5. Payments presented for services or equipment, and subsequently returned to the Company by the Customer's financial institution for "Non-Sufficient Funds" (NSF) or other reasons will incur a nonrecurring charge of \$25.00 per item, **with a max rate of \$35.**

(N)

A Customer will be placed on a "cash only" basis upon receipt of two (2) returned payments within a twelve (12) month period of time. "Cash only" is herein defined as Cashier's Checks, U.S. currency, or money orders.

Receipt of a subsequently dishonored negotiable instrument in response to a notice of discontinuance shall not constitute payment of a Customer's account and the Company will not be required to issue additional notice prior to discontinuance. However, three (3) banking days must be allowed for redemption of such instrument.

6. For Customers provisioned under a term agreement and service is terminated prior to the expiration of the term commitment, Early Termination Charges will apply. Early Termination Charges are due and payable effective as of the termination date. For details, see Section 2.7.

LOCAL EXCHANGE SERVICE

SECTION 3 - Service Descriptions, cont'd.

3.1.2 Local Exchange Service, cont'd.

2. Local Line, Rates and Charges

A Local Line Customer will be charged applicable Non-Recurring Charges (NRCs), monthly Recurring Charges as specified in Sections 3.1.2.2.(a) and 3.1.2.2.(b) respectively.

(a) Non-Recurring Charge	<u>Residential</u>		<u>Business</u>		<u>Home Office</u>		
Line Connection Charge per line	<u>Current</u>	<u>Max</u>	<u>Current</u> ^β	<u>Max</u>	<u>Current</u>	<u>Max</u>	
	\$45.00	\$50.00	\$45.00	\$50.00	\$45.00	\$50.00	
Lines 1-8 ^γ	\$60.00	\$80.00					(I)
when bundled	\$60.00	\$80.00					(I)
Reconnect	\$60.00	\$80.00					(I)
FastConnect ^ϕ	\$30.00	\$80.00					(R)
when bundled	\$30.00	\$80.00					(R)
Transfer of Service ^Δ	\$60.00	\$80.00					(I)
Self-Install [*]	\$30.00	\$80.00					
when bundled	\$30.00	\$80.00					(I)
Seasonal Service	\$0.00	\$15.00	\$25.00	\$25.00			
Account Changes (per number after initial per billing record change	\$10.00	\$15.00	\$20.00	\$20.00	\$20.00	\$20.00	
PIC-2 Change (per line - initial set-up) after initial set-up*	\$5.00	N/C \$7.00	\$5.00	N/C \$5.00	\$5.00	N/C \$5.00	
Line Restoral Charge (per line)	\$ 0.00	\$0.00	\$25.00	\$25.00	\$25.00	\$25.00	

- Waive PIC change charge if Cox Long Distance is selected.

^β New Cox Customers who port their numbers to Cox from another carrier will have the Business Cox Connection Charge (as stated above) waived. Customers adding new lines in addition to their ported lines (non-porting lines) will be subject to the tariffed installation rate.

^γ Line connection charge for the initial establishment of service includes connection of up to four lines per account. Each line thereafter will be charged the current rate as set forth above.

^ϕ FastConnect is an optional Line Connection service offered in situations where the customer need not be at home to complete the service installation.

^Δ Transfer of Service is a relocation of service within the Cox service area.

^{*} Line Connection Charge may apply in addition to or in lieu of Self-Install Connection Charge if Cox Technician is dispatched to Customer's premise as a result of failed Self-Install attempt that is determined to be customer related.

Issue Date: October 17, 2013

Effective Date: November 17, 2013

Issued By: Paul Cain
 Sr. Manager, Regulatory Operations
 Cox Communications, Inc.
 1400 Lake Hearn Drive,
 Atlanta, GA 30319

LOCAL EXCHANGE SERVICE

SECTION 3 - Service Descriptions, cont'd.

3.1.2 Local Exchange Service, cont'd.

2. Local Line, Rates and Charges, cont'd.

(d.1) Monthly Recurring Charge - Business

Business Line Rates:

Local Access Line Flat-Rate Service	Business	Max Rate	Home Office	Max Rate	
Per Business Line ^φ					
Month-to-Month	\$32.00	\$40.00 (I)	\$30.00	\$30.00	(I)
1 Year ^ψ	\$30.00	\$40.00 (I)	\$28.00	\$30.00	(I)
2-Year ^ψ	\$30.00	\$40.00 (I)	\$28.00	\$30.00	(I)
3-Year ^ψ	\$30.00	\$40.00 (I)	\$28.00	\$30.00	(I)
4-Year ^ψ	\$30.00	\$40.00 (I)	\$28.00	\$30.00	(I)
5-Year ^ψ	\$28.00	\$40.00 (I)	\$26.00	\$30.00	(I)
Local Access Line Measured-Rate					
Measured Service	\$15.00	\$25.00 (I)	N/A	N/A	(I)
Per Minute	\$0.10	\$0.40	N/A	N/A	
Seasonal Service^β	\$9.00	\$20.00	N/A	N/A	
Cox Utility Line[♦]	25.00	30.00	25.00	30.00	

^φ In response to a competitive offer, rates and charges may be provided on an individual case basis. Non-Profit businesses, organized under IRS Code 501(c)3, are eligible to receive an \$8 discount off the monthly recurring charges for a month-to-month flat rate business line with a minimum two-year term commitment for telephone service and a current subscription to a Cox Affiliated Company's service. The Non-Profit discount is not to be used with any other discount offer or promotion.

^ψ Pricing effective September 1, 2010 applies to new Customers only. Customers currently under contract will be assessed the rates pursuant to their current contract. All term contracts will include, at no additional charge for the duration of the contract, three standard features: Call Forwarding, Call Waiting, and Caller ID, or a choice of the following features: Call Forwarding, Call Waiting, Caller ID, Call Forward-Busy, Call Forward-No Answer, 3-Way Calling, Call Transfer, Speed Call 30, Hunting*, Call Forwarding-Busy/No Answer and Call Waiting ID. Offer not available on month-to-month service.

*Hunting is not offered with Call Waiting, Call Forward-Busy or Call Forward-No Answer.

^β For description of Seasonal Service, see Section 7.2, page 106.

[♦] The Cox Utility Line is a line with no features or directory listing. It can be used as a fax or modem line. The Customer must have at least one regular Business Line on the account to qualify for this offering.

Issue Date: January 16, 2014

Effective Date: April 1, 2014

Issued By: Paul Cain
Sr. Manager, Regulatory Operations
Cox Communications, Inc.
1400 Lake Hearn Drive,
Atlanta, GA 30319

LOCAL EXCHANGE SERVICE

SECTION 3 - Service Descriptions, cont'd.

3.4 Directory Listings

The Company shall provide for a single directory listing, termed the primary listing, in the telephone directory published by on or behalf of the incumbent local exchange carrier in the Customer's exchange area of the Station number which is designated as the Customer's main billing number. Directory listings of additional Customer Station numbers, other than the Customer's main billing number, associated with a Customer's service will be provided for a monthly recurring charge per listing.

3.4.1 The Company reserves the right to limit the length of any listing in the directory by the use of abbreviations when, in its judgment, the clearness of the listing or the identification of the Customer is not impaired thereby. Where more than one line is required to properly list the Customer, no additional charge is made.

3.4.2 Directory listings must be in the name of a person who lives at a residence and must be a legally authorized or adopted name. Listings may reflect full first/given name or initials of that name. For example, John Smith may be listed as John or J. Smith. (T)
(T)
(T)
(T)

3.4.3 The Company may refuse a listing which is known not to constitute a legally authorized or adopted name, obscenities in the name, or any listing which in the opinion of the Company, is likely to mislead or deceive calling persons as to the identity of the listed party, or is a contrived name used for advertising purposes or to secure a preferential position in the directory or is more elaborate than is reasonably necessary to identify the listed party. The Company, upon notification to the Customer, will withdraw any listing which is found to be in violation of its rules with respect thereto. (T)

3.4.4 Each listing must be designated Government or Business to be placed in the appropriate section of the directory. In order to aid the user of the directory, and to avoid misleading or deceiving the calling party as to the identity of the listed party, only business listings may be placed in the Business Section and only residential listings in the Residential section. The Company, upon notification to the Customer, will withdraw any listing which is found to be in violation of its rules with respect thereto. (T)

Metropolitan Telecommunications of Arizona, Inc.
Relevant Arizona Tariff Pages

ORIGINAL**SECTION 5.0 - MISCELLANEOUS SERVICES AND RATES, (CONT'D.)****5.10 Directory Listing Service****5.10.1 General**

The following rates and regulations apply to standard listings in light face type in the white pages (alphabetical section) of the telephone directory and to the Directory Assistance records of the Company.

Directory listings are limited to such information as is essential to the identification of the listed party. The listing of a service, commodity, or trade name is not permitted unless it is the name, or an integral part of the name, under which the Customer does business.

A listing is limited to one line in the directory, except where in the judgment of the Company, more than one line is required to identify the Customer properly. In such cases, the additional lines required are provided at no extra charge.

Listing services are available with all classes of main telephone exchange service.

5.10.2 Listings**A. Primary Listing**

One listing, termed the primary listing, is included with each exchange access line or each joint user service.

APPROVED FOR FILING
DECISION #: 63927

Issued: May 18, 2005
Issued by:

David Aronow
President
44 Wall Street, 6th Floor
New York, New York 10005

Effective: June 17, 2005

ORIGINAL**SECTION 10.0 - CURRENT PRICE LIST, (CONT'D.)****10.1 Basic Services and Rates, (Cont'd.)****10.1.1 Network Exchange Bundled Service, (Cont'd.)****D. Arizona Business Edition - Standard Service**

Arizona Business Edition - Standard Service will be provided at the following rate:

	MONTHLY RATE
Per individual or additional flat rate business line	\$39.99

E. Arizona Business Edition - Deluxe Service

Arizona Business Edition - Deluxe will be provided at the following rate:

	MONTHLY RATE
Per individual or additional flat rate business line	\$49.99

Issued: May 18, 2005
Issued by:David Aronow
President
44 Wall Street, 6th Floor
New York, New York 10005

Effective: June 17, 2005

APPROVED FOR FILING
DECISION # 63927

ORIGINAL**SECTION 10.0 - CURRENT PRICE LIST, (CONT'D.)****10.2 Miscellaneous Services and Rates****10.2.1 Service Order and Change Charges**

Non-recurring charges apply to processing Service Orders for new service and for changes in service.

	Residence	Business
<u>Service Order Charges</u>		
Primary and Secondary Service Connection Charge*	\$27.50	\$42.50
Transfer of Service Charge, Primary Line	\$89.99	\$49.99
Transfer of Service Charge, Secondary Line	\$75.00	\$49.99
Technician Dispatch Charge (or Trouble Isolation Charge)	\$69.99	\$79.99
Service Order Charge	10.00	22.00
Premises Visit Charge, first 15 minutes	60.00	60.00
Premises Visit Charge, add'l 15 minutes	30.00	30.00
<u>Change Order Charges:</u>		
Telephone Number Change Order	\$10.00	\$10.00
Feature or Feature Pack Change Order	\$10.00	\$10.00
Toll Restriction Fee Order	\$10.00	\$10.00
Listing Change Charge	\$10.00	\$10.00
Home Edition Change Charge	\$10.00	\$10.00
<u>Record Change Charges:</u>		
Record Order Charge	8.50	22.00
<u>Miscellaneous Charges</u>		
Duplicate Invoice	\$5.00	\$5.00
Call Detail Report	\$5.00	\$5.00

* This charge not applicable where a Service Connection Fee is listed for a specific service such as Network Bundled Service. See Section 10.1.1 for Network Bundled Service nonrecurring charges.

Issued: May 18, 2005

Issued by:

Effective: June 17, 2005

David Aronow
President
44 Wall Street, 6th Floor
New York, New York 10005

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DECISION #: 63927

ORIGINAL**SECTION 10.0 - CURRENT PRICE LIST, (CONT'D.)****10.2 Miscellaneous Services and Rates, (Cont'd.)****10.2.13 Toll Restriction Service**

	Residence	Business
Nonrecurring charge, per line	\$6.00	\$27.50
Monthly, per line	----	\$5.00

10.2.14 900 Service Access Restriction

	Residence	Business
Nonrecurring charge, per line	\$0.00	\$0.00
Monthly rate, per line	\$0.00	\$0.00

10.2.15 Blocking for 10XXX1+/10XXX011+

	Nonrecurring Charge	Monthly Rate
Per line or trunk arranged	\$3.00	\$0.10

10.2.16 Returned Check Charge

Per dishonored check returned \$25.00

10.2.17 Intralata/Intrastate call plans.

- A. Smart Cents Plan is a call plan for regional toll calls (calls that are outside the subscribers local calling area). These IntraState/Intralata calls are available month-to-month. Rates are applicable to Residential and Business customers.

MTM, per minute \$0.079 - 0.089

- B. Exact Rate Plan is a call plan for regional toll calls (calls that are outside the subscribers local calling area). These IntraState/Intralata calls are available as 12, 24 or 36 term agreements. Rates are applicable to Residential and Business customers.

12 Months, per minute	\$0.59 - 0.079
24 Months, per minute	0.59 - 0.079
36 Months, per minute	0.59 - 0.079

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President
44 Wall Street, 6th Floor
New York, New York 10005

EXHIBIT B

ATTACHMENT C
BY STATE

Residence Rate Comparison of Telecommunications Services provided by Applicant in other States	Applicant's Arizona Tariff Attach Tariff Sheets for Support			Applicant's Tariff (State #1) Attach Tariff Sheets for Support		
	Charges & Rates (\$)	Section Number	Page Number	Charges & Rates (\$)	Section Number	Page Number
Product/Services Basic Local Service Service Connect Fee Dispatch Call & Trouble isolated on cust. equip. Telephone Number Change order Feature Change Order Toll Restriction Fee Order Record Change Order Transfer of Service (move order) Restoration of Service Temporary Suspension Fee Payphone Surcharge Directory Assistance Directory Assistance via Operator Miscellaneous Services & Rates Returned Check Charge (NSF) Listings Directory Listing Service Primary Listing Non-Published Toll Free Directory Listings Straight Line Under Directory Listing (indent listing) Order Cancellation Charge Order Sup Charge	NOT APPLICABLE					

Residence Rate Comparison of Telecommunications Services provided by Applicant in other States	Applicant's Tariff (State #2) Attach Tariff Sheets for Support			Applicant's Tariff (State #3) Attach Tariff Sheets for Support		
	Charges & Rates (\$)	Section Number	Page Number	Charges & Rates (\$)	Section Number	Page Number
Product/Services Basic Local Service Service Connect Fee Dispatch Call & Trouble isolated on cust. equip. Telephone Number Change order Feature Change Order Toll Restriction Fee Order Record Change Order Transfer of Service (move order) Restoration of Service Temporary Suspension Fee Payphone Surcharge Directory Assistance Directory Assistance via Operator Miscellaneous Services & Rates Returned Check Charge (NSF) Listings Directory Listing Service Primary Listing Non-Published Toll Free Directory Listings Straight Line Under Directory Listing (indent listing) Order Cancellation Charge Order Sup Charge	NOT APPLICABLE					

ATTACHMENT D
BY STATE

Business Rate Comparison of Telecommunications Services provided by Applicant in other States	Applicant's Arizona Tariff Attach Tariff Sheets for Support			Applicant's Arkansas Tariff Attach Tariff Sheets for Support		
	Charges & Rates (\$)	Section Number	Page Number	Charges & Rates (\$)	Section Number	Page Number
Product/Services						
Basic Local Service	\$37.95	9	2	\$37.95	6	40
Service Connect Fee	\$60.00	7	1	\$60.00	4	34
Dispatch Call & Trouble isolated on cust. equip.						
Telephone Number Change order						
Feature Change Order						
Toll Restriction Fee Order						
Record Change Order						
Transfer of Service (move order)						
Restoration of Service						
Temporary Suspension Fee						
Payphone Surcharge						
Directory Assistance						
Directory Assistance via Operator						
Miscellaneous Services & Rates						
Returned Check Charge (NSF)	\$35.00	2	16	\$20.00	2	24
Listings						
Directory Listing Service						
Primary Listing	NC	8	3	NC	5	38
Non-Published						
Toll Free Directory Listings						
Straight Line Under Directory Listing (indent listing)						
PRI Service with Unlimited Local Calling or Equivalent						
12 Months						
24 Months						
36 Months						
Non-Recurring on a PRI Install						
Order Cancellation Charge						
Order Sup Charge						
Business Rate Comparison of Telecommunications Services provided by Applicant in other States	Applicant's Louisiana Tariff Attach Tariff Sheets for Support			Applicant's Tariff (State #3) Attach Tariff Sheets for Support		
	Charges & Rates (\$)	Section Number	Page Number	Charges & Rates (\$)	Section Number	Page Number
Product/Services						
Basic Local Service	\$37.95	5	34	\$37.95	6	2
Service Connect Fee	\$60.00	3	24	\$60.00	4	1
Dispatch Call & Trouble isolated on cust. equip.						
Telephone Number Change order						
Feature Change Order						
Toll Restriction Fee Order						
Record Change Order						
Transfer of Service (move order)						
Restoration of Service						
Temporary Suspension Fee						
Payphone Surcharge						
Directory Assistance						
Directory Assistance via Operator						
Miscellaneous Services & Rates						
Returned Check Charge (NSF)	n/a			\$25.00	2	11
Listings						
Directory Listing Service						
Primary Listing	NC	4	32	NC	5	3
Non-Published						
Toll Free Directory Listings						
Straight Line Under Directory Listing (indent listing)						
PRI Service with Unlimited Local Calling or Equivalent						
12 Months						
24 Months						
36 Months						
Non-Recurring on a PRI Install						
Order Cancellation Charge						
Order Sup Charge						

Relevant Arizona Tariff Pages

SECTION 2 - REGULATIONS**2.5 Payment Arrangements, (Cont'd.)****2.5.2 Billing and Collection of Charges, (Cont'd.)**

- D. Billing of the Customer by the Company will begin on the Service Commencement Date, which is the first day following the date on which the Company notifies the Customer that the service or facility is available for use, except that the Service Commencement Date may be postponed by mutual agreement of the parties, or if the service or facility does not conform to standards set forth in this tariff or the Service Order. Billing accrues through and includes the day that the service, circuit, arrangement or component is discontinued.
- E. If any portion of the payment is not received by the Company, or if any portion of the payment is received by the Company in funds that are not immediately available, thirty (30) days following the invoice date, then a late payment penalty shall be due the Company. The late payment penalty shall be that portion of the payment not received by the date due minus any charges billed as local taxes multiplied by 1.5%.
- F. The Customer will be assessed a *maximum* charge of thirty five dollars (\$35.00) for each check submitted by the Customer to the Company that a financial institution refuses to honor. See Section 13 of this tariff for current charges,
- G. If service is disconnected by the Company in accordance with Section 2.6 following and later restored, restoration of service will be subject to all applicable installation charges.

2.5.3 Disputed Bills

- A. In the event that a billing dispute occurs concerning any charges billed to the Customer by the Company, the Company may require the Customer to pay the undisputed portion of the bill to avoid discontinuance of service for non-payment. The Customer must submit a documented claim for the disputed amount. The Customer will submit all documentation as may reasonably be required to support the claim. All claims must be submitted to the Company within 90 days of receipt of billing for those services. If the Customer does not submit a claim as stated above, the Customer waives all rights to filing a claim thereafter.

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Bedminster, NJ 07921

SECTION 7 - SERVICE CHARGES AND SURCHARGES**7.1 New Line Installation and Existing Line Migration Charges**

Non-recurring charges apply to processing Service Orders for new service, for changes in service. Move or change existing service and equipment or add new or additional service and equipment other than access lines.

a) New Line Installation Charges

The installation of new line number and dial-tone services. Pricing varies depending upon service address and line location requirements. Non-recurring pricing per new local line installation can be up to:

<u>CURRENT</u>	<u>MAXIMUM</u>
<u>Non-recurring Charge</u>	
\$60.00	\$180.00

b) Existing Line Migration Charges

The migration/transfer of existing line number and dial-tone services from another local telephone service provider to the Company. Pricing varies based up service term length agreed upon by customer. For Month-To-Month service the local line migration charges per local line migrated:

<u>Non-recurring Charge</u>	
\$35.00	\$105.00

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SECTION 8 – NETWORK SERVICES DESCRIPTIONS**8.3 Optional Calling Features (continued)****8.3.1 Features Descriptions (continued)**

- (F) **Distinctive Ring:** Provides the Customer with separate telephone numbers, each with a distinctive ring, associated with one line.
- (G) **Repeat Dialing:** Allows a customer to dial a code that will cause the feature to automatically redial the last number the customer dialed. If the called number is busy, the feature will redial the called number for a limited period of time. A tone alerts the customer when the called number becomes available. This service is available on a usage or subscription basis.
- (H) **Three Way Calling:** Permits the end-user to add a third party to an established connection. When the third party answers, a two-way conversation can be held before adding the original party for a three-way conference. The end-user initiating the conference controls the call and may disconnect the third party to reestablish the original connection or establish a connection to a different third party. The feature may be used on both outgoing and incoming calls.
- (I) **Voicemail Services:** Voice Mail can answer incoming calls, placed to the customer's telephone line, when the called number is busy or if the called number is not answered. The service greet incoming caller with a personal or standard greeting. It then receives and saves the caller's messages for review by the customer. Customers can retrieve messages left for them from any tone signaling telephone.

8.4 Listing Services

For each Customer of Company-provided Exchange Service(s), the Company shall arrange for the listing of the Customer's main billing telephone number in the directory(ies) published by the dominant Local Exchange Carrier in the area at no additional charge.

8.5 Miscellaneous Services**8.5.1 Hunting Service**

Hunting Service is an optional arrangement available to customers with two or more individual line or trunk services. Where facilities permit, such lines will be arranged so that incoming calls to a busy line/trunk will overflow to other available lines/trunks for that customer.

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SECTION 9 – LOCAL EXCHANGE SERVICES**9.2.1 Monthly Recurring Charges**

The following charges apply to Standard Business Local Exchange Service lines per month. Rates and charges include Touchtone Service for each line. The rates and charges below apply to service provided on a month-to-month basis.

	<u>CURRENT</u>	<u>MAXIMUM</u>
	<u>Monthly Recurring Charge</u>	
Per Local Line	\$37.95	\$113.85

Includes:

- Unlimited local calling
- Caller ID
- Line Hunting Service

Additional Line Features are provided in feature packages at an additional cost:

	<u>Monthly Recurring Charge</u>	
One Feature Package	\$3.00	\$9.00
Two Feature Package	\$5.00	\$15.00
All Feature Package	\$7.00	\$21.00

Additional Line features available such as:

- Call Waiting
- Repeat Dialing
- Distinctive Ring
- Three-Way Calling
- Call Forwarding – Variable, Busy Line, No Answer
- Voicemail Services

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Bedminster, NJ 07921

Relevant Arkansas Tariff Pages

ARKANSAS PUBLIC SERVICE COMMISSION

Original _____	Sheet No. <u>24</u>
Replacing _____	Sheet No. _____
BCN TELECOM, INC.	
Kind of Service: _____	Class of Service: _____
Part	Schedule No.: _____
Title: Competitive Local Exchange Services Tariff	
PSC File Mark Only	

SECTION 2: REGULATIONS

2.5.3 Billing and Collection of Charges (continued)

- (E) If any portion of the payment is received by the Company after the due date, or if any portion of the payment is received by the Company in funds that are not immediately available, then a late payment penalty shall be due to the Company. The late payment penalty shall be the portion of the payment not received by the due date, multiplied by the lesser of the highest percentage allowable by the Arkansas Public Service Commission or a late factor of 1.5% per month.
- (F) The Customer will be assessed a charge of **twenty dollars (\$20.00)** for each check submitted by the Customer to the Company that a financial institution refused to honor.
- (G) If service is disconnected by the Company in accordance with section 2.5.5 following and later restored, restoration of service will be subject to all applicable installation charges.

2.5.4 Advance Payment

To safeguard its interests, the Company may require a Customer to make an advance payment before services and facilities are furnished. The advance payment will not exceed an amount equal to the non-recurring charge(s) and one month's charges for the service or facility. In addition, where special construction is involved, the advance payment may also include an amount equal to the estimated non-recurring charges for the special construction and recurring charges (if any) for a period to be set between the Company and the Customer. The advance payment will be credited to the Customer's initial bill. An advance payment may be required in addition to a deposit.

2.5.5 Deposits

- (A) To safeguard its interests, the Company may require a Customer to make a deposit to be held as a guarantee for the payment of charges. A deposit does not relieve the Customer of the responsibility for the prompt payment of bills on presentation.

ARKANSAS PUBLIC SERVICE COMMISSION

Original _____	Sheet No. <u>34</u>
Replacing _____	Sheet No. _____
BCN TELECOM, INC.	
Kind of Service: _____ Class of Service: _____	
Part	Schedule No.: _____
Title: Competitive Local Exchange Services Tariff	
PSC File Mark Only	

SECTION 4: SERVICE AREAS

4.1 New Line Installation and Existing Line Migration Charges

Non-recurring charges apply to processing Service Orders for new service, for changes in service. Move or change existing service and equipment or add new or additional service and equipment other than access lines.

a) New Line Installation Charges

The installation of new line number and dial-tone services. Pricing varies depending upon service address and line location requirements. Non-recurring pricing per new local line installation can be up to:

Non-recurring Charge

\$60.00

b) Existing Line Migration Charges

The migration/transfer of existing line number and dial-tone services from another local telephone service provider to the Company. Pricing varies based up service term length agreed upon by customer. For Month-To-Month service the local line migration charges per local line migrated:

Non-recurring Charge

\$35.00

ARKANSAS PUBLIC SERVICE COMMISSION

<u>Original</u>	Sheet No. <u>38</u>
Replacing _____	Sheet No. _____
BCN TELECOM, INC.	
Kind of Service: _____	Class of Service: _____
Part	Schedule No.: _____
Title: Competitive Local Exchange Services Tariff	
PSC File Mark Only	

SECTION 5.0 – NETWORK SERVICES DESCRIPTIONS

5.4 Listing Services

For each Customer of Company-provided Exchange Service(s), the Company shall arrange for the listing of the Customer's main billing telephone number in the directory(ies) published by the dominant Local Exchange Carrier in the area at no additional charge.

5.5 Miscellaneous Services

5.5.1 Hunting Service

Hunting Service is an optional arrangement available to customers with two or more individual line or trunk services. Where facilities permit, such lines will be arranged so that incoming calls to a busy line/trunk will overflow to other available lines/trunks for that customer.

ARKANSAS PUBLIC SERVICE COMMISSION

<u>Original</u>	Sheet No. <u>40</u>
Replacing _____	Sheet No. _____
BCN TELECOM, INC.	
Kind of Service: _____	Class of Service: _____
Part	Schedule No.: _____
Title: Competitive Local Exchange Services Tariff	
PSC File Mark Only	

SECTION 6: LOCAL EXCHANGE SERVICES

6.2.1 Monthly Recurring Charges

The following charges apply to Standard Business Local Exchange Service lines per month. Rates and charges include Touchtone Service for each line. The rates and charges below apply to service provided on a month-to-month basis.

	<u>Monthly Recurring Charge</u>
Per Local Line	\$37.95

Includes:

- Unlimited local calling
- Caller ID
- Line Hunting Service

Additional Line Features are provided in feature packages at an additional cost:

	<u>Monthly Recurring Charge</u>
One Feature Package	\$3.00
Two Feature Package	\$5.00
All Feature Package	\$7.00

Additional Line features available such as:

- Call Waiting
- Repeat Dialing
- Distinctive Ring
- Three-Way Calling
- Call Forwarding – Variable, Busy Line, No Answer
- Voicemail Services

Relevant Louisiana Tariff Pages

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SECTION 3 - SERVICE CHARGES AND SURCHARGES

3.1 New Line Installation and Existing Line Migration Charges

Non-recurring charges apply to processing Service Orders for new service, for changes in service. Move or change existing service and equipment or add new or additional service and equipment other than access lines.

a) New Line Installation Charges

The installation of new line number and dial-tone services. Pricing varies depending upon service address and line location requirements. Non-recurring pricing per new local line installation can be up to:

Non-recurring Charge
\$60.00

b) Existing Line Migration Charges

The migration/transfer of existing line number and dial-tone services from another local telephone service provider to the Company. Pricing varies based up service term length agreed upon by customer. For Month-To-Month service the local line migration charges per local line migrated:

Non-recurring Charge
\$35.00

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SECTION 4 - NETWORK SERVICE DESCRIPTIONS

4.3 Optional Calling Features, (Cont'd)

4.3.1 Features Descriptions, (Cont'd)

- (F) **Distinctive Ring:** Provides the Customer with separate telephone numbers, each with a distinctive ring, associated with one line.
- (G) **Repeat Dialing:** Allows a customer to dial a code that will cause the feature to automatically redial the last number the customer dialed. If the called number is busy, the feature will redial the called number for a limited period of time. A tone alerts the customer when the called number becomes available. This service is available on a usage or subscription basis.
- (H) **Three Way Calling:** Permits the end-user to add a third party to an established connection. When the third party answers, a two-way conversation can be held before adding the original party for a three-way conference. The end-user initiating the conference controls the call and may disconnect the third party to reestablish the original connection or establish a connection to a different third party. The feature may be used on both outgoing and incoming calls.
- (I) **Voicemail Services:** Voice Mail can answer incoming calls, placed to the customer's telephone line, when the called number is busy or if the called number is not answered. The service greet incoming caller with a personal or standard greeting. It then receives and saves the caller's messages for review by the customer. Customers can retrieve messages left for them from any tone signaling telephone.

4.4 Listing Services

For each Customer of Company-provided Exchange Service(s), the Company shall arrange for the listing of the Customer's main billing telephone number in the directory(ies) published by the dominant Local Exchange Carrier in the area at no additional charge.

4.5 Miscellaneous Services

4.5.1 Hunting Service

Hunting Service is an optional arrangement available to customers with two or more individual line or trunk services. Where facilities permit, such lines will be arranged so that incoming calls to a busy line/trunk will overflow to other available lines/trunks for that customer.

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SECTION 5 - LOCAL EXCHANGE SERVICES**5.2.1 Monthly Recurring Charges**

The following charges apply to Standard Business Local Exchange Service lines per month. Rates and charges include Touchtone Service for each line. The rates and charges below apply to service provided on a month-to-month basis.

	<u>Monthly Recurring Charge</u>
Per Local Line	\$37.95

Includes:

- Unlimited local calling
- Caller ID
- Line Hunting Service

Additional Line Features are provided in feature packages at an additional cost:

	<u>Monthly Recurring Charge</u>
One Feature Package	\$3.00
Two Feature Package	\$5.00
All Feature Package	\$7.00

Additional Line features available such as:

- Call Waiting
- Repeat Dialing
- Distinctive Ring
- Three-Way Calling
- Call Forwarding – Variable, Busy Line, No Answer
- Voicemail Services

Relevant Mississippi Tariff Pages

COMPETITIVE LOCAL EXCHANGE CARRIER TARIFF

SECTION 2 - GENERAL RULES AND REGULATIONS**2.9 Payment Arrangements, (Cont'd.)****2.9.2 Bills and Collection of Charges, (Cont'd.)**

- D. Amounts not paid within 30 days after the date of invoice are considered past due. A late payment charge of 1.5%, or lower if required by law, per month shall apply to amounts shown on a monthly bill which remain after the due date. The late payment charge does not apply to any taxes the Company is required by law to levy on a customer. In the event the Company incurs fees or expenses, including attorney's fees, in collecting or attempting to collect any charges owed the Company, the Customer will be liable to the Company for payment of all such fees and expenses reasonably incurred.
- E. A \$25.00 charge will be assessed for checks with insufficient funds or non-existing accounts.
- F. If Customer chooses to place calls or receives calls via a non-Matrix Telecom affiliated carrier, the Company will not be liable for any charges related to such calls.

2.9.3 Disputed Bills

- A. The Customer shall notify the Company of any disputed items on a bill within a reasonable period of time after receipt of the bill. The existence of a disputed amount does not relieve the customer of their obligation to pay current charges. If the Customer and the Company are unable to resolve the dispute to their mutual satisfaction, the Customer may file a complaint with the Commission in accordance with the Commission's rules of procedure.
- B. The date of the dispute shall be the date the Company receives sufficient documentation to enable it to investigate the dispute.
- C. The date of the resolution is the date the Company completes its investigation and notifies the Customer of the disposition of the dispute.
- D. If after investigation and review by the Company, a disagreement remains as to the disputed amount, the customer may file an appropriate complaint with:

Mississippi Public Service Commission
P.O. Box 4474
Jackson, MS 39215-1174
Telephone: (601) 961-5400
Facsimile: (601) 961-5842

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COMPETITIVE LOCAL EXCHANGE CARRIER TARIFF

SECTION 4 – SERVICE CHARGES AND SURCHARGES**4.1 New Line Installation and Existing Line Migration Charges**

Non-recurring charges apply to processing Service Orders for new service, for changes in service. Move or change existing service and equipment or add new or additional service and equipment other than access lines.

a) New Line Installation Charges

The installation of new line number and dial-tone services. Pricing varies depending upon service address and line location requirements. Non-recurring pricing per new local line installation can be up to:

Non-recurring Charge
\$60.00

b) Existing Line Migration Charges

The migration/transfer of existing line number and dial-tone services from another local telephone service provider to the Company. Pricing varies based up service term length agreed upon by customer. For Month-To-Month service the local line migration charges per local line migrated:

Non-recurring Charge
\$35.00

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COMPETITIVE LOCAL EXCHANGE CARRIER TARIFF

SECTION 5 - NETWORK SERVICES DESCRIPTIONS**5.3** Optional Calling Features (continued)**5.3.1** Features Descriptions (continued)

- (G) **Repeat Dialing:** Allows a customer to dial a code that will cause the feature to automatically redial the last number the customer dialed. If the called number is busy, the feature will redial the called number for a limited period of time. A tone alerts the customer when the called number becomes available. This service is available on a usage or subscription basis.
- (H) **Three Way Calling:** Permits the end-user to add a third party to an established connection. When the third party answers, a two-way conversation can be held before adding the original party for a three-way conference. The end-user initiating the conference controls the call and may disconnect the third party to reestablish the original connection or establish a connection to a different third party. The feature may be used on both outgoing and incoming calls.
- (I) **Voicemail Services:** Voice Mail can answer incoming calls, placed to the customer's telephone line, when the called number is busy or if the called number is not answered. The service greet incoming caller with a personal or standard greeting. It then receives and saves the caller's messages for review by the customer. Customers can retrieve messages left for them from any tone signaling telephone.

5.4 Listing Services

For each Customer of Company-provided Exchange Service(s), the Company shall arrange for the listing of the Customer's main billing telephone number in the directory(ies) published by the dominant Local Exchange Carrier in the area at no additional charge.

5.5 Miscellaneous Services**5.5.1** Hunting Service

Hunting Service is an optional arrangement available to customers with two or more individual line or trunk services. Where facilities permit, such lines will be arranged so that incoming calls to a busy line/trunk will overflow to other available lines/trunks for that customer.

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COMPETITIVE LOCAL EXCHANGE CARRIER TARIFF

SECTION 6 - LOCAL EXCHANGE SERVICES**6.2.1 Monthly Recurring Charges**

The following charges apply to Standard Business Local Exchange Service lines per month. Rates and charges include Touchtone Service for each line. The rates and charges below apply to service provided on a month-to-month basis.

	<u>Monthly Recurring Charge</u>
Per Local Line	\$37.95

Includes:

- Unlimited local calling
- Caller ID
- Line Hunting Service

Additional Line Features are provided in feature packages at an additional cost:

	<u>Monthly Recurring Charge</u>
One Feature Package	\$3.00
Two Feature Package	\$5.00
All Feature Package	\$7.00

Additional Line features available such as:

- Call Waiting
- Repeat Dialing
- Distinctive Ring
- Three-Way Calling
- Call Forwarding – Variable, Busy Line, No Answer
- Voicemail Services

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